DOCUMENT RESUME

ED 146 938 IR 005 417

AUTHOR	Brindle, Elizabeth A.; And Others
TITLE	A Prototype Gerontological Information Program.
SPONS AGENCY	Administration on Aging (DHEW), Washington, D.C. National Clearinghouse on Aging.
PUB DATE	77
GRANT	90-A-1054/01
NOTE	27p.; Paper presented at the Gerontolcgical Society Annual Meeting (San Francisco, California, 1977) ; Tables may reproduce poorly due tc print quality of original
EDRS PRICE	MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS	*Agencies; Course Descriptions; *Gerontology; Graduate Study; Information Dissemination; *Information Needs; Information Science; Information Services; *Information Systems; *Needs Assessment; Older Adults; *Program Descriptions
IDENTIFIERS	*Gerontological Information Program; Gerontological Information System; New York (Onondaga County)

ABSTRACT

This paper describes research on the kinds of information needed by individuals in human service delivery and older persons' organizations. The Gerontological Information Program (GRIP) uses an integrated approach to gerontological information: research, systems development, and education. An information needs assessment questionnaire survey of 65 administrators and service providers in community agencies and organizations that deal with the elderly in Onondaga County, New York, shows that topical areas of information need vary between organizations, indicating that the current literature of many disciplines and professions needs to be searched for the purposes of GRIP. Based on the needs study and consultation with members of the gerontology community, the Gerontological Information System (GRIS) has developed two kinds of information services: current awareness service in the form of a newsletter, and on-demand information searches conducted using computerized retrieval systems, area libraries, and special collections. A graduate course which is an integral part of the program is described. Tables depicting questionnaire results and a bibliography are attached. (Author/KP)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED146938

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

A PROTOTYPE GERONTOLOGICAL INFORMATION PROGRAM

Elizabeth A. Brindle and Marta L. Dosa

School of Information Studies
Syracuse University
Syracuse, N.Y.

Gerald M. Gee

School of Journalism
Florida A & M University
Tallahassee, Florida

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Marta Dosa

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

BEST COPY AVAILABLE

PAPER PRESENTED AT THE GERONOTLOGICAL SOCIETY'S ANNUAL MEETING,
SAN FRANCISCO, CALIFORNIA, 1977

The activity described in this paper was in part supported by Administration on Aging Grant 90-A-1054/01 under Title IV-C of the Older Americans Act, Multidisciplinary Centers of Gerontology. The opinions expressed in this paper are those of the authors.

IR005417

INTRODUCTION

This paper describes research carried out at Syracuse University on the kinds of information needed by individuals in human service delivery and older persons' organizations. The research has been an integral part of an information dissemination program including an educational component.

We live in a knowledge-oriented world of high complexity where "information" has become one of the most overused and ambiguous terms in our vocabulary. The availability of relevant information (as a commodity) and the implications of being informed (as a process) concern all of us, but we are hard put to discuss our concerns without lengthy definitions of what we really mean. Our present or future society has alternately been called "homeodynamic" (Blakely, 1965), "post-service" (Gross, 1971), "person-centered" (Harman, 1972), "experimental" (Jungk, 1973), "consumer" (Gartner and Riessman, 1974), "informational" (Horman, 1975), "self-organizing" (Jantsch, 1975) and "synergetic" (Coulter, 1976). It would seem that our preoccupation with knowledge and systems as the solutions to human problems is coupled with a real concern for the individual. But after being inundated by the literature of social innovation where the individual's knowledge base is a recurring theme, we still don't understand what people do in day-to-day life when they want to "find out".

Theodore Caplow observed in Toward social hope that "....a greatly improved society might be within our present grasp if projects of social improvement were undertaken in a more rational way...we already have most of the theoretical knowledge required for a competent social technology" (Caplow, 1975, vii). He diagnoses the problem as the difficulty to apply existing knowledge. In an attempt to cope with this widely perceived difficulty, our society has created a considerable and in part significant, volume of research on knowledge transfer and research utilization. Many findings of the investigations carried out at the Center for Research on the Utilization of Scientific Knowledge at the University

of Michigan, are transferable to research utilization concerns in gerontology. Havelock studied knowledge user systems and resource systems at the individual, interpersonal, organizational and societal levels, and brought together an interdisciplinary body of literature. (Havelock et al, 1976). Research on the diffusion of innovations carried out in the 1960's was analyzed in a cross-cultural context by Rogers and Shoemaker (1971). Their work brought forth generalizations which are relevant to the communication of knowledge in various disciplines and professions. Empirical work by management theorists has provided insights on the transfer of theory to practice from the vantage point of a different user group. Duncan's work on the researcher-manager symbiosis, for instance, helps us to think of the research implementation issue in behavioral rather than technological terms (Duncan, 1974).

Applied researcher-practitioner teams in gerontology need to return again and again to the fundamental set of essays Riley brought together on patterns of research implementation in various service professions working with the elderly (Riley, 1969). The interdisciplinary symposia at the Gerontological Society meetings have both an exploratory and synthesizing function in that they endeavor to integrate viewpoints not only from different disciplinary and professional fields, but also from researchers using different methodologies and diffusion techniques. We also see the emergence of research utilization projects in specific resource areas, for example the Social Indicators Project in Denver (Denver University, 1975).

CONTRIBUTIONS OF INFORMATION SCIENCE

Information science is a young and still controversial discipline which has developed some theories and a great many observations about the nature, organization and retrieval of data and information (Debons, 1975). Traditionally, information has been considered a product or commodity. Because the value of

this commodity to society is on the rise, sophisticated systems and technologies for its processing have received much attention by information, computer and management scientists. However, the study of information as a process that (a) transforms static resources into dynamic information in the context of its specific use, and (b) facilitates the transformation of this information into knowledge by an individual, is a more recent trend. For example, both demographic data and descriptive accounts on people who use a health clinic are static resources unless they are matched at the right time, in the right situation, with the need of an individual, for instance an administrator or health planner, for that kind of intelligence. The information will be easier absorbed and better utilized if it will be presented in the right context, interpretation, form and amount.

Around the various definitions of the meaning and societal role of information, paradigms and conceptualizations have been developed which still need to be synthesized into a theoretical structure. The methodologies of information science are mainly those used in the social and behavioral sciences. Information scientists are applying these methodologies to the investigation of what people in various situations want to know or would need to know; how they go about finding out or why they don't bother; what behavioral variables influence the interaction between information recipient and source; and what are the barriers that affect information use.

As in numerous other fields, professional practice, in the many forms of library service, and in recent decades, in the design and operation of computerized information systems, has preceded the emergence of this young discipline. The implications of applying the paradigms and approaches of information science to research on gerontological information are exciting. Moreover, the interdisciplinary orientation of the information profession and its deeply embedded

concern with people and their fundamental knowledge-related processes have created a natural affinity with the work of gerontolgists in community and academic settings.

SOME ASSUMPTIONS AND QUESTIONS

One of the social roles of the information dissemination process is to help create favorable conditions which turn knowledge into action. The literature provides evidence that there is widespread concern in both the public and private sectors with what is often called the research utilization issue, and that empirical work on the problem is underway in several fields. There is hope that eventually we will have a deeper understanding of how policy makers, managers, educators or social workers identify, locate, apply and adapt new research findings. In the past, attention focused mainly on the utilization of information by scientists and technologists. In the 1960's, much of the research concentrated on the informal social structure and support networks of the scientific community. In the 1970s, we began to observe a growing practice that attempted to semi-formalize the kinds of informal networks of experts which earlier had been studied at the theoretical level. For instance, researchers and educators from disciplines and professional schools are profiled in the second edition of Syracuse University's "Human Resources in Gerontology". Examples of both the earlier research activities and the recent spread of human resource directories or expertise indexes have been reviewed by Dosa (1977). Many of the current applications of earlier information science research take place in social problem areas.

Simultaneously, researchers concerned with information support systems began to turn their attention to two critical areas: (a) the information needs of individuals in urban and rural settings (Warner, 1973; Gee, 1974, 1975; Dervin, 1976), and (b) the use of information by professionals providing human services

(O'Brien, 1973; Holland, 1976). As Havelock said, "we can hope that within the next generation we will develop an improved resource linking capacity locally and nationally", (1976a, p. 212).

In the meantime, we all are struggling day by day with the process of "finding out". Older individuals, especially the poor, face a formidable apparatus of social arrangements that are being created, modified, abolished, re-established and shaped on their behalf on the basis of incremental public policy and the creativity of those who plan and operate the services and programs. Where does the information come from which is supposed to reinforce and support the creativity of those who work with older persons at a time when well-informed service delivery is crucial in the light of economic pressures and increased responsibilities at the community level? How do they find out? What are the human problem areas where up-to-date and timely awareness of new findings is especially needed? What kind of information resources are needed by senior centers? These were some of the questions the research described in this paper approached.

The broad research approach with which we identify is "problem-focused" research. As Pierre de Bie (University of Louvain) stated:

> Within the human sciences, between the realm of pure thought dealing with theory, where knowledge alone matters and is of intrinsic value, and that of informed action where utility and practical considerations take precedence, there is a vast area where questions of theory and utility mingle in varying proportions. In this area, the desire for knowledge is to a certain extent linked with the desire for action. This is the field of study which is described as problem-focused research. (De Bie, 1970)

The following assumptions were used as points of departure: (a) information is an essential ingredient of the process of policy formulation, decision making, programming and service delivery; (b) information systems containing the findings of specialized research are not readily accessed by policy and

decision makers and service providers; (c) information support to gerontological policy and decision making and service delivery in a community may result in overall improvement of services to elderly persons.

The questions underlying our entire effort are: Can we identify a need to further explore, replicate and/or continue the kind of research utilization and information dissemination activity the Gerontological Information Program at Syracuse University provides? What insights can lead to improvements in the original design? What implications does the program have for service delivery?

THE GERONTOLOGICAL INFORMATION PROGRAM (GRIP)

The research is being carried out within the Gerontological Information Program, jointly established at Syracuse University by the All-University Gerontology Center and the School of Information Studies, with the support of a two-year grant from the Administration on Aging under the Older Americans Act Title IV-C, "Multidisciplinary Centers in Gerontology". The program uses an integrative approach to gerontological information, including (a) research on information needs, (b) development of a prototype information dissemination system, and (c) an educational component designed to bring together graduate students from various disciplines and professional schools.

The program attempts to establish closer links between academic research activities and practitioners in the community who work directly with older persons. We hope to gain insights into the implications of integrating gerontological and information science concepts and approaches.

At the specific level, GRIP has been designed as a prototype program in support of service agencies and older persons' groups in Syracuse and Onondaga County, as well as of the All-University Gerontology Center at Syracuse University and its affiliates. Methods used by the program to facilitate interaction between the research, service and educational sectors include a periodic current awareness

service, the development of information packages on specific topics such as housing, mental health, recreation, transportation, volunteers, etc., a feedback system and intergenerational meetings between practitioners and graduate students where community information needs are discussed.

INFORMATION NEED ASSESSMENT

In order to design an information system, there has to be some determination of the information needs of the potential users. There are numerous ways of accomplishing this task such as system analysis or the use of questionnaires. The most common method used in assessing information needs outside the scientific community is to ask people what their problems or concerns are (Gee, 1974). This is generally accomplished by means of questionnaires administered either in person or by telephone. However, as in all methods of measurement, this approach used alone can yield results which are not reliable or valid due to its reliance on self-report (Phillips, 1971).

To guard against such dangers, the data for this study were collected using more than one method as suggested by Webb, et al (1966). One method was the use of personal interviews which will be described in depth further along in this paper. Data were also collected by means of participant observation in several agencies serving the elderly. This method provides for the unobtrusive and systematic collection of data by the researcher observing the situation intensely while interacting with the subjects in the setting of the subject (Bogdan and Taylor, 1975). The use of participant observation helps to restore the information lost by the use of survey research and provides insight into the role of information in the operations of the agencies serving the elderly. The results of the participant observation which are not completed at this point will not be reported now. However, we are able to report the results of the personal interviews.

The questionnaire was administered to 65 administrators and service providers in community agencies and organizations that deal with the elderly in Onondaga County. Directory files including gerontological service-delivery agencies were obtained from local planning organizations and information and referral services. A representative sample of the agencies and organizations was drawn from each of four organizational types: Geriatric Centers/Nursing Homes, Senior Citizens Groups and Centers, Specific Services, and Umbrella or Coordinating Agencies.

The following table illustrates the population of agencies, response rate and the number of respondents who were interviewed:

	Total Population of Agencies & Organizations	Sample Drawn	Agencies and Organizations Contacted	Response Rate (%)	Number of Individuals Interviewed
Senior Citizens Groups & Cntrs	63	22	18	82	21
Geriatric Cntrs/ Nursing Homes	15	8	7	88	9
Specific Services	33	18	17	94	26
Other (Umbrella Agencies)	4	4	4	100	9
Totals	115	52	46	88%	65

Within each type of organization, there was an attempt to interview both administrators (decision-makers) and service providers (those who have high direct contact with the elderly), and to interview people from a variety of geographic locations and a variety of different services.

Six interviewers (four volunteers and two staff members) were trained, and the personal interviews were conducted at all locations specified in the sample from the end of April to the end of May, 1977. The interviews took an average of 66 minutes with the shortest interview being 30 minutes, and the longest one hour and forty minutes long.

The number of questionnaires was reduced to 61 because four questionnaires were incomplete. The following table illustrates the number of individual service providers and administrators by organizational type:

TYPE	SERVICE PROVIDERS	ADMINISTRATORS	TOTAL
Senior Citizens Groups & Centers	10	10	20
Geriatric Centers/ Nursing Homes	4	5	9
Specific Services	12	11	23
Other (Umbrella Agencies)	3	6	9
Totals	29	32	61

The preliminary analysis of the questionnaires concentrated on those portions that were most crucial to the initial stages of the systems development. The portions are as follows:

-Description of the respondents.
-Problems or concerns that the respondents need information about.
-Sources they have used or are using to solve their problems or concerns.
-Types of information they use and what problems they have with these types of information.
-The type of information service the respondents would prefer.

The following is a description of the respondents:

-Average age: 51 years (11 of the respondents over 70 years old)
-Education: Bachelor's Degree or more (79%)
-Training: Social work, Administration, Health
-Have worked at their job a little over 6 years
-64% of the respondents spent some of their "free time" on job-related activities
-41% of their time is spent in contact with the elderly
-59% of the respondents have taken courses about aging
-# of females: 40
-# of males: 21

The respondents were asked about the topic areas that they have problems with or questions about (Table 1a and 1b). Respondents in each type of organization indicated problems with acquiring new information about transportation, isolation or recreation and eligibility requirements as they pertain to the elderly. Personnel working in specific services (housing, nutrition, etc.) focused primarily on the areas that pertain to the client while people in the other three organizational categories have problems or concerns that are both managerial and service-oriented. Administrators have a significantly greater variety (average of 13) of information problems than the service providers (average of 9). People working at the umbrella agencies also have a greater variety of problems or questions than in the other three groups.

When asked which problem was the most or second most important to them, the respondents mentioned they were concerned about funding sources most often (see Table 2). "Funding sources" was the most frequently cited problem for administrators as a group and for the personnel in the umbrella agencies, geriatric centers/nursing homes and senior centers/groups. The topical areas of transportation, isolation or recreation, as well as planning and program development were of great concern to many of the respondents in general, and when analyzed by type of organization and by position (i.e., administrator or service provider).

In order to understand how the respondents currently attempt to solve their problems, they were asked which information sources they use (see Table 3). Personal contacts were viewed by the respondents (56%) as the most helpful source. However, they frequently mentioned current publications, particularly newsletters as being helpful. Respondents who were employed in geriatric centers/nursing homes utilized a greater variety of sources. In addition to the general sources, the respondents were requested to state specific sources. This resulted in a list of over 200 sources ranging from nursing journals to newsletters from elected representatives. Aside from local agency newsletters, very few of the sources were indicated more than once or twice.

When asked how satisfied they were with the answer they had located in their sources, sixty percent indicated that they had not found a solution to the problem or were not satisfied with the solution.

In order to understand their current information behavior and preferences, the respondents were asked about the types of information they use (see Table 4). When asked to select the three most often used, directory information was selected most frequently. However, this was not a particularly important type for those respondents working in geriatric centers/nursing homes. They chose state government information most frequently.

Finally, the respondents were asked about the type of information service they would prefer to have. This resulted in eighty-seven percent indicating a desire for a current awareness service with some on-demand provisions. They (87%) preferred to have this service delivered by mail versus telephone or personal delivery, at least on a monthly basis.

In conclusion, there are numerous problem areas that those who provide services to the elderly need information about. The topical areas vary by the type of organization and the job responsibilities within the agency or organization

For the purposes of the GRIP information system, this indicates that the current literatures and research findings of many disciplines and professions need to be searched. However, there is some indication of certain topic areas that are of particular importance for inclusion in a current awareness service on a regular basis such as information about funding sources, transportation, and problems related to the isolation of the elderly.

It seems that the current methods of accessing information are not successful for this population as indicated by the lack of solutions to problems or dissatisfaction with the solutions. The respondents tend to rely on personal contacts and local information such as agency newsletters and newspapers because these are easily available.

THE INFORMATION DISSEMINATION SYSTEM

Design of the prototype Gerontological Information System (GRIS) began with the inception of the project and was finalized when the results of the information need assessment could be taken in account. Revisions of the system will be based in part on the analysis of data from participant observation and in part on feedback from users. Conceptually, the system presents a two-fold support to the gerontological community in Syracuse, N.Y.:

a. Information support is provided to the research and educational programs at Syracuse University, in order to strengthen the knowledge base of academic work in gerontology.

b. Information support is simultaneously provided to service agencies and organizations located in Syracuse and Onondaga County whose work directly affects the elderly, by identifying gerontological research findings and making them available to policy makers, practitioners, and members of senior centers and other organizations.

In addition, we recognize the fact that both the research process and its utilization by community agencies are enmeshed in social, economic and legal

conditions. Policies, program development and service delivery is largely dependent on the availability of funding, legislative and regulatory measures, statistical data which can prove the need for certain programs, economic facts and the changing political role of the elderly in society. Materials for client information systems, too, need to be developed with full awareness of current public policy activities. Therefore, the Gerontological Information System is supplementing its basic responsibility to transfer research findings to the service sector by providing statistical, legislative, regulatory and program-oriented information to its users.

In order to study the operations of the prototype information dissemination system in a realistic context, the following user groups have been identified:

-All-University Gerontology Center (AUGC)
-AUGC affiliates at Syracuse University
-Other programs and individuals at Syracuse University whose work directly relates to gerontology
-Service and planning agencies in Syracuse and Onondaga County whose work directly affects the elderly
-Older persons' organizations in Syracuse and Onondaga County
-Information and Referral Centers serving the elderly in Syracuse and Onondaga County

The system has been designed to fill a broad need not currently filled by information facilities such as information and referral services, internal management information systems of agencies or gerontological and other libraries. There is a need for up-to-date topical or problem-oriented information (health, nutrition, recreation, regulations, transportation, etc.), which can be met by providing on-demand literature searches, linkages with current research, and the construction of personalized information packages for users.

Decisions on information services were made with these objectives in mind:

- Service responsiveness to user needs
- User awareness of new information sources
- Coverage of recent and past literature as needed
- Delivery of information in the right form, amount and depth
- Assistance in document location
- Ease of communication with user groups
- Cost effectiveness

Based on the information need assessment study and consultation with key members of the gerontological community, GRIS has developed two kinds of information services. A current awareness service in the form of a periodic newsletter apprises agency personnel of new information resources and modes of obtaining them. In response to requests for specific information, data or several sources on a topic, "on-demand" information searches are conducted using a variety of computerized retrieval systems as well as area libraries and special collections. Whenever appropriate, users are linked with organizations, for instance planning agencies which have unique data resources. The nature of the information need is determined by analyzing the request through personal or telephone contacts with the users. When necessary, information is extracted from the sources and organized for the user. The results of these searches are re-packaged, i.e., they are evaluated, edited, and compiled in the form, length, depth, and detail most appropriate for the requestor of the search. In addition, searches are being made and packages are prepared in anticipation of requests based on topics frequently mentioned on the questionnaires.

GRIS is best described as an information system of information systems which taps the capabilities and content of existing systems according to the type of information need. Due to the interdisciplinary nature of gerontology and the particular audience being served by this system, a large variety of information resources and services have to be utilized. The system accesses sources that cover disciplinary and professional areas of knowledge such as the health

sciences, management sciences, policy sciences, law, psychology, public administration, sociology, social work, architecture and urban and regional planning. The sources are produced by local, state, and federal government; international organizations; universities; research institutes; geriatric centers; and volunteer organizations. They are available from a variety of services such as commercial computer retrieval systems, national clearinghouses and specialized information centers.

Since document delivery and utilization is always a particularly difficult problem for the users of information services, every effort is being made to assist the user in locating the information resources. GRIS is experimenting with a variety of ways to assure document location, for instance the inclusion of source-locating strategies in the information packages and the referral of users to highly specialized sources. There are a number of feedback mechanisms built into the system. These will assist in making adjustments whenever necessary and to develop evaluation measurements.

THE EDUCATIONAL COMPONENT OF THE PROGRAM

"The Information Base of Gerontology", a pioneering graduate course, is an integral part of the program. It has been designed to develop a theoretical basis for the program by identifying and synthesizing current understanding of how older persons of various backgrounds and in various settings use information, and on the kinds of information support systems people (family members, practitioners, administrators, etc.) who work with the elderly need. The course provides professional education and training in a field setting where students are learning by participating in the Gerontological Information Program and by direct contact with service providers. Students also assist in the on-going evaluation of the program.

The course is based on the recognition that the communications and utilization of knowledge is a growing force in our society. As the number and the problems of older people have increased so has the complexity of the research and service sectors. It is more and more difficult to locate relevant data and information. Included in this field of study are the interdisciplinary concerns of research and program development in housing, nutrition, employment, retirement, transportation, physical and mental health and others.

Topics of discussion and study include the relationship of the information flow to research utilization, public policy, service delivery and continuing education; characteristics of information systems in gerontology; governmental information sources; laws and regulations; census data; information and referral services; consumer information for the elderly; the information needs of special and public interest groups, and an overview of international developments.

Participants in the seminar-style course work simultaneously with university-based gerontologists and service providers, planners and policy makers in agencies. The objectives are to (a) sensitize students to the implications of information utilization in personal and professional life, and (b) help them to understand how information and communications can improve the individual lives of the elderly and the working relationships of agencies. The methodology of this community involvement includes four phases:

a. Based on readings, literature searches and discussions, participants build up a fundamental understanding of some issues in gerontological practice and a general overview of others.

b. Contacts with administrators and service providers help students to identify areas where information support is needed (for instance for program planning, funding, program development and evaluation, work with volunteers, staff training, etc.).

c. Computerized data base searches as well as library-based document searches are conducted, analyzed and evaluated in order to develop information packages on specific topics.

d. Informal intergenerational meetings bring together practitioners and students for working sessions; these include discussions of information gathering tasks and evaluation of the interaction.

CONCLUSION

An information support system to community agencies is a complex of relationships between human resources, disseminators and users of information. These relationships are determined by behavioral and perceptional variables and are in constant flux. Although the effective dissemination of information and data to service agencies and older persons' groups depends on many design factors of technological and administrative nature, its ultimate success or failure will depend on the interactive relationship between resources, disseminators and users. Thus the information dissemination system is essentially an intervention whose potential for strengthening the capacity of agencies to serve the elderly is very little known. The prototype Gerontological Information Program using the approaches of research, system development and education is attempting to gain some insights into this potential.

TYPES OF PROBLEMS THE RESPONDENTS WANT INFORMATION ON

	ALL RESP	SENIOR CENTERS	NURSING HOMES	SPECIFIC SERVICES	OTHER UMBRELLA AGENCIES	ADMINI-STRATORS	SERVICE PROVIDE
PLANNING OR PROGRAM DEVELOPMENT	X	X			X	X	
FUNDING SOURCES						X	
POLICY FORMULATION			X		X	X	
MANAGEMENT METHODS			X		X		
BUDGETING OR ACCOUNTING					X		
COUNSELING							
EVALUATION			X		X		
TRAINING	X			X	X	X	
RESEARCH					X		
LEGISLATION					X	X	
HOUSING	X		X	X	X	X	
HEALTH OR NUTRITION	X		X		X	X	
PERSONAL FINANCES OF CLIENTS				X	X	X	
ELIGIBILITY REQUIREMENTS	X	X	X	X	X	X	
SAFETY AND SECURITY			X		X		
TRANSPORTATION	X	X	X	X	X	X	X

TABLE 1a

TYPES OF PROBLEMS THE RESPONDENTS WANT INFORMATION ON

	ALL RESP	SENIOR CENTERS	NURSING HOMES	SPECIFIC SERVICES	OTHER UMBRELLA AGENCIES	ADMINIS-TRATORS	SERV PROVI
ISOLATION OR RECREATION	X	X	X	X	X	X	X
EMPLOYMENT				X	X		
LEGAL MATTERS OF CLIENT			X	X			
CONSUMER PROBLEMS				X			

- 60% OR MORE OF RESPONDENTS HAVE THESE TYPES OF PROBLEMS

TABLE 1b

MOST IMPORTANT PROBLEMS

	ALL RESP	ADMINI-STRATORS	SERVICE PROVIDERS	SENIOR CENTERS	NURSING HOMES	SPECIFIC SERVICES	OTHER UNDERLI AGENCI
PLANNING OR PROGRAM DEVELOPMENT	X	X	X	X		X*	
FUNDING SOURCES	X*	X*		X*	X*	X	X*
COMMUNICATIONS AND PUBLIC RELATIONS		X				X	
MANAGEMENT METHODS		X					
HEALTH OR NUTRITION			X				
TRANSPORTATION	X	X	X*	X		X	
ISOLATION OR RECREATION	X	X	X	X		X	X
COUNSELING					X		
EVALUATION					X		
TRAINING						X	

*NUMBER 1 PROBLEM

TABLE 2

INFORMATION SOURCES THE RESPONDENTS USE

	ALL RESP	ADMINI-STRATOR	SERVICE PROVIDER	SENIOR CENTERS	NURSING HOMES	SPECIFIC SERVICES	OTHER UMBRELLA AGENCIES
PERSONAL CONTACT	X*	X*	X*	X*	X*	X*	X*
OTHER PUBLICATIONS (AGENCY MEMOS, NEWS-LETTERS, REPORTS, ETC)	X	X	X		X	X	X
LIBRARIES					X		
TELEVISION							
RADIO							
NEWSPAPERS	X	X	X	X	X	X	X
MAGAZINES (JOURNALS)	X				X		
BOOKS					X		X

*MOST HELPFUL SOURCE

TABLE 3

TYPES OF INFORMATION THE RESPONDENTS USE

	ALL RESP	ADMINI-STRATORS	SERVICE DELIVERY	SENIOR CENTERS	NURSING HOMES	SPECIFIC SERVICES	OTHER UMBRELLA AGENCI
NON-TECHNICAL, PUBLIC INFORMATION	X	X	X	X	X	X	X
DIRECTORY INFORMATION	X*	X*	X*	X*		X*	X
PROGRAMS OF OTHER ORGANIZATIONS OR AGENCIES	X	X	X	X			X*
PROGRAM PLANNING INFORMATION	X	X	X	X			
STANDARDS OR SPECIFICATIONS						X	
FEDERAL GOVERNMENT INFORMATION	X	X			X	X	
STATE GOVERNMENT INFORMATION	X	X			X*		
CONFERENCE INFORMATION	X				X		

*SELECTED MOST FREQUENTLY

TABLE 4

REFERENCES

BIE, PIERRE DE. (1970) "Problem-focused research" in Main trends of research in the social and human sciences. Paris: UNESCO, pp. 578-644.

BLAKELY, R.J. (1965) Toward a homeodynamic society. Boston: Center for the Study of Liberal Education for Adults.

BOGDAN, ROBERT and S.J. TAYLOR. (1975) Introduction to qualitative research methods: A phenomenological approach to the social sciences. New York: John Wiley & Sons.

CAPLOW, THEODORE. (1975) Toward social hope. New York: Basic Books.

COULTER, ART. (1976) Synergetics: An adventure in human development. Englewood Cliffs, N.J. Prentice Hall.

DEBONS, ANTHONY, ed. (1974) Information science, search for identity. New York: Marcel Dekker.

DENVER UNIVERSITY. (1975) Research utilization and the Social Indicators Project. Denver: Center for Social Research and Development.

DERVIN, BRENDA. (1976) "The everyday information needs of the average citizen: A taxonomy for analysis" in Information for the community, ed. by Manfred Kochen and J.C. Donohue. Chicago: American Library Association. pp. 19-38.

DOSA, M.L. (1977) Human resource networks in community gerontological and health information. Kalamazoo, Mich.: Western Michigan University, School of Librarianship.

DUNCAN, W.J. (1974) "The Researcher and the manager: A comparative view of the need for mutual understanding", Management science, 20:3 (April 1974). pp. 1157-1163.

GARTNER, ALAN and FRANK RIESSMAN. (1974) The Service society and the consumer vanguard. New York: Harper and Row.

GEE, G.M. (1974) Urban information needs: A Replication. Syracuse, N.Y.: Syracuse University, Center for the Study of Information and Education.

_____ (1975) Rural information needs: The Hannibal study. Syracuse, N.Y.: Syracuse University, Center for the Study of Information and Education.

GROSS, B.M. (1971) "Planning in an era of social revolution", Public administration review, 31:2

HARMAN, W.W. (1972) "The Nature of our changing society: Implications for schools." Congress. House Committee on Education and Labor. Alternative futures in American education, Appendix 3 to Hearings on H.R. 3606, 92-2. Washington, D.C.: Government Printing Office. pp. 6-53.

HAVELOCK, R.G., Alan Guskin, Mark Frohman, Mary Havelock and Marjorie Hill. (1976) Planning for innovation through dissemination and utilization of knowledge. Ann Arbor: University of Michigan, Center for Research on the Utilization of Scientific Knowledge.

HAVELOCK, R.G. (1976a) "Research utilization" in Information for the community, ed. by Manfred Kochen and J.C. Donohue. Chicago: American Library Association. pp. 200-213.

HENTON, DOUGLAS and KRISTINA VARENAIS. (1976) Human services planning: An analysis and bibliography. Washington, D.C.: U.S. Department of Health Education and Welfare, Office of Planning Systems and Information Systems Center, Cincinnati, Ohio.

HOLLAND, T.P. (1976) "Information and decision-making in human services", Administration in mental health, (Fall 1976). pp. 26-35.

JANTSCH, ERICH. (1975) Design for evolution: Self-organization and planning in the life of human systems. New York: Braziller.

JUNGK, ROBERT. (1973) "Toward an experimental society", The Humanist, 33:6 (November/December 1973). pp. 39-41.

NORMAN, ALFRED. (1975) "Informational society", Futures: The Journal of planning and forecasting. 7:4 (August 1975). pp. 321-328.

O'BRIEN, G.M. ST.L. (1973) "Information utilization in human service planning and management" in The Social work forum, New York: Columbia University Press. pp. 127-135.

PHILLIPS, D.L. (1971) Knowledge from what? Theories and methods in social research. Chicago: Rand McNally & Co.

RILEY M.W., J.W. RILEY JR. and M.A. JOHNSON, eds. (1969) Aging and the professions. New York: Russell Sage Foundation, (Aging and society, v. 2).

ROGERS, E.M. and F.F. SHOEMAKER (1971) Communication of innovations, a cross-cultural approach. New York: The Free Press.

WARNER, E.S., et al. (1973) Information Needs of Urban Residents. Final report from Baltimore Regional Planning Council and Westat, Inc., to U.S. Dept. of HEW, Office of Education, Dir. of Library Programs. (Contract No. OEC-0-71-455).

WEBB, E.J., et al. (1966) Unobtrusive measures: Nonreactive research in the social sciences. Chicago: Rand McNally & Co.